

Received & Inspected

APR 17 2013

FCC Mail Room

Kevin White  
GC-2187  
1 Kelley Drive.  
Coal Township, PA 17866-1020

4/11/13

Chairman Julius Genachowski  
Federal Communications Commission,  
Public Comments \_\_\_\_\_  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Reference: Wright Petition (CC Docket # 96-128)

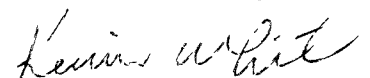
Dear Chairman Genachowski,

This is a public comment on the Wright Petition (CC Docket # 96-128). Firstly I would like to tell you about the hardship that these costly phone calls have put on me and my family and close friends. I used to have a lot of friends and family support but over the years these expensive phone calls have put a strain on these relationships. I cannot talk to my family on a regular basis therefore when something happens to me or I have some good news it's rare that I am able to inform them when it happens. Likewise it's the same for them, rarely am I told about things that has happen in my family except months later and if I'm lucky then weeks. This cannot be looked at as insignificant. This puts an unbelievable strain on my family and I. So much so that

relationships have fallen apart, ties have been broke, and secrets have been kept do to a lack of communication and in turn a family has been broken. Now I seriously doubt that was the intended aim of the Pennsylvania DOC and the Phone Company. But make no mistakes this is the outcome when these “two companies” profit they way they do all on the back of the helpless consumer. Cause after all who wants to ~~listen~~ to the voice of an inmate. Please Chairman Genachowski for the sake of my family and other families around the country who wish to stay connected to their loved ones, lower the phone cost for inmates who can’t have companies to choose from to drive the cost down. Please consider this in making your decision.

Thank you for your kind consideration in this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin White".

I

This is a public comment for the Wright Petition  
(CC Docket # 96-128)

Received & Inspected April 4, 2013

APR 17 2013

Dear Chairman Genachowski: FCC Mail Room

I am writing this letter because the high costs of the DOC telephone calls have taken a significant toll on me and my family members for years now. It has effected us not only financially, but very much emotionally, mentally and physically as well. I've been in the PA prison system for over 18 years and I as well as my family have been subjected to these high cost telephone calls with no other options. I have three older sisters that have three children each, and my Mother has been sick and physically unable to take care of herself since 1990. So while my sisters take care of themselves, their children and our Mother, they also support me. Because of and consider all that they have to deal with in their lives already, it is unfair and unnecessary that they have to also deal with high cost telephone calls. This telephone system is seriously flawed due to several reasons, but in my personal experience the number one flaw is the disconnected phone calls due to the "machine" or "computer" sensing a "three way call". This telephone system has disconnected a significant amount of my telephone calls unfairly and wrongly due to the "three way call alert". In 18 years I nor my family have ever used a three way, when I submit a telephone discrepancy form complaining about a disconnected call the administrations response is always "The machine or computer picked up a three way call". So there is no way that we can legitimately challenge this absurd and unfair tactic that they are using to disconnect calls and make more money from us being forced to make another call due to the previous disconnected call. I personally know that this disconnection tactic is unfair and violating our rights because a few years back I n

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a telephone call to one of my sisters, and five minutes or so into our telephone call we were disconnected due to a "three way call alert". I called my sister right back and she asked me what happened, I told her what the machine stated about the "three way call alert", and my sister told me that she has a single line and doesn't even have call waiting so how is it possible that the machine picked up a "three way call alert"? I submitted a telephone discrepancy form informing the administration about the disconnection and the fact that my sister's phone is a single line, but their response was "the machine picked up a three way call". At that time I personally knew of the injustice and the unfair tactics that the D.O.C. was using with this telephone system. During each 15 minute telephone call, a 10 second message interrupts the phone call three times and a 1 minute left message as well as a 30 seconds left message interrupts the call at the tail end. These are vital and very important seconds that add up and are taken away from our telephone calls to our family. So now we are not only paying unfair high costs but we are being robbed of our 15 minutes with every call because of these interruptions. These messages, which are warnings, are only necessary in the beginning of the telephone call before our families accept the telephone calls. The PA D.O.C. contradicts themselves by allowing these high costs of telephone calls, but states that they have a fundamental responsibility to encourage and support activities that foster the maintenance of family and community ties between offenders and the free world, when they are completely aware of the burden these costly telephone calls put on our family members and loved ones. IF their responsibility is to correct us and help us become prepared to reenter society in a positive way, why are they forcing us to be a burden on our families by subjecting us to these high<sup>cost</sup> telephone calls that create financial hardships?

CC: File/J.L.

Respectfully Submitted,  
Jason Lozada CJ-1026